

## **BMS5220 Conflict Resolution for Managers and Supervisors**

PURPOSE:	To provide managers and supervisors with the necessary tools and skills for choosing the appropriate courses of action for resolving conflict in the workplace.
LEARNING OUTCOMES:	Upon completion of this course, employees will be able to identify opportunities to use conflict resolution skills, plan and conduct a conflict resolution discussion using the Communication Guidelines and Basic Principles.
COURSE CONTENT:	<p>After completion of this course, participants will be able to:</p> <ul style="list-style-type: none"><li>• Define conflict</li><li>• Explain the effects that conflict can have on an organization</li><li>• Identify common causes of workplace conflict</li><li>• Learn the importance of preventing conflicts from spilling over into the rest of the organization and damaging the morale of co-workers</li><li>• Define conflict resolution</li><li>• Identify the four resolution methods and when to use them in the workplace</li><li>• Understand the five approaches in which people react in conflict resolutions</li><li>• Learn to view conflict as a tool that can strengthen workplace relationships and cooperation</li><li>• Plan and conduct a conflict resolution discussion</li></ul>
METHODS:	Presentations, group discussions, application exercises, pre-and post assessments, case studies, skill practices, and videos.
LENGTH:	7 hours / 1 sessions
AUDIENCE:	Supervisors and managers
PREREQUISITES:	None
CEU CREDITS:	.7 CEU Credit